



State of California
9-1-1 Advisory Board



PUBLIC NOTICE /AGENDA
MAY 12, 2016
9:00 A.M - PST
3650 Schriever Blvd, Mather, CA 95655
(Multi-Purpose Room)

Date of Notice: May 1, 2016

NOTICE IS HEREBY GIVEN that the State 9-1-1 Advisory Board will meet in Mather, California, as set forth below. The Bagley-Keene Open Meeting Act applies to meetings of the State 9-1-1 Advisory Board, which are open to the public. Public participation, comments and questions are welcome for each agenda item. All items are appropriate for action if the Board wishes to take action. Agenda items may be taken out of order.

<i>Item</i>	<i>Agenda Topic</i>	<i>Action</i>
<i>I</i>	Welcome - Call to Order – Roll Call	<i>Roll Call</i>
<i>II</i>	Approval of February 18, 2016 Meeting Minutes	<i>Discussion & Vote</i>
<i>III</i>	Closed Session - Review of Detailed Information on 9-1-1 Outages, Pending Litigation and Personnel Matters Pursuant to G.C. Section 11126(e)	<i>Discussion</i>
<i>IV</i>	Legislative Update <i>Reggie Salvador</i>	<i>Discussion</i>
<i>V</i>	California Next Generation 9-1-1 Transition Plan <i>L.R Kimball</i>	<i>Presentation</i>
<i>VI</i>	Text-to-9-1-1 Depolyment <i>Cindy Freeman</i>	<i>Presentation</i>
<i>VII</i>	Wireless Accuracy Update <i>William Anderson</i>	<i>Discussion</i>
<i>VIII</i>	Real Time Call Management Tool <i>Michelle Bland</i>	<i>Discussion</i>
<i>IX</i>	Requests for New Public Safety Answering Points <i>State 9-1-1 Advisory Board</i>	<i>Discussion</i>
<i>X</i>	CA 9-1-1 Branch Report <i>William Anderson</i>	<i>Discussion</i>
<i>XI</i>	Long Range Planning Committee Report <i>Charles Cullen</i>	<i>Discussion</i>
<i>XII</i>	County Coordinator Task Force Report <i>Tracey Kesler</i>	<i>Discussion</i>
<i>XIII</i>	CalFRN/FirstNet Report <i>Sue Plantz</i>	<i>Discussion</i>
<i>XIV</i>	Agenda Items for Future Meetings	<i>Discussion</i>
<i>XV</i>	Public Comment	<i>Discussion</i>
<i>XVI</i>	Adjourn	

The Board's meetings are subject to cancellation and agenda items are subject to removal.

While the board intends to webcast this meeting, it may not be possible to webcast the entire open meeting due to limitation on resources.



STATE 9-1-1 ADVISORY BOARD

PUBLIC COMMENT: Public comments will be limited to three minutes per person or organization. If the Office determines that there is not enough time to hear from all those wishing to present comments, the Office will select among those wishing to testify to ensure representation of a range of viewpoints and interests. Those providing public comment may choose to supplement their testimony with written statements that will be made part of the official public meeting record.

SUGGESTIONS FOR SUBMISSION OF WRITTEN MATERIALS: It is requested that written materials be submitted to the State 9-1-1 Advisory Board liaison prior to the meeting. If this is not possible it is requested that at least 30 copies be submitted to the State 9-1-1 Advisory Board liaison. This material will be distributed to the State 9-1-1 Advisory Board Members.

ACCESS TO HEARING: The meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Paul Dumetz at (916) 657-9505 or sending a written request to the Public Safety Communications Office at 601 Sequoia Pacific Blvd, Sacramento, CA 95811. Providing your request at least five (5) business days before the meeting will help ensure availability of the requested accommodation.

CLOSED SESSION: Government Code Section 11126(e) The State 9-1-1 Advisory Board may meet to consider possible and pending litigation personnel matters and 9-1-1 outage information in a session closed to the public pursuant to attorney-client privilege and statutory exception to the Bagley Keene Open Meeting Act.

For further information, please contact:

General Information:

Paul Dumetz, Administrative Liaison to the State 9-1-1 Advisory Board, at (916) 657-9505 or via email at Paul.Dumetz@Caloes.ca.gov.

Media Information:

Robb Mayberry, Public Information Officer, at 916-845-8509 or via email at Robb.Mayberry@caloes.ca.gov.



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State 9-1-1 Advisory Board

May 12, 2016

9:00 a.m.

Item 1: Call to Order & Member Roll Call

Members of the Board

- Chair – Mitchell Medigovich, Governor's Office of Emergency Services (CalOES)
- Chief Scott Howland, California Highway Patrol (CHP)
- Charles Berdan, Association of Public-Safety Communication Officials (APCO)
- Charles Cullen, California National Emergency Number Association (CALNENA)
- Jaime Young, California National Emergency Number Association (CALNENA)
- James W. Mele, California State Sheriffs' Association (CSSA)
- Edward Bonner, California State Sheriffs' Association (CSSA)
- Chief Nathan Trauernicht, California Fire Chiefs Association (CFCA)
- Lesli J. Wilson, California Fire Chiefs Association (CFCA)
- Chief David Wilson, California Police Chiefs Association (CPCA)
- Chief Michael Langston, California Police Chiefs Association (CPCA)

Establishment of quorum



Item 2: Approval of Meeting Minutes

Meeting Minutes

February 18, 2016

- *Meeting held in Mather, California*



Item 3: Closed Session

Government Code Section 11126(e):

The State 9-1-1 Advisory Board may meet to consider possible and pending litigation personnel matters and 9-1-1 outage information in a session closed to the public pursuant to attorney-client privilege and statutory exception to the Bagley-Keene Open Meeting Act.



Item 4: Legislative Update

Mr. Reggie Salvador, Chief, Cal OES Legislative & External Affairs will provide information regarding legislation that may impact California's 9-1-1 system.



Item 5: California Next Generation 9-1-1 Plan

L.R. Kimball will provide information regarding the progress made on California's Next Generation 9-1-1 Transition Plan.



Item 6: Text-to-9-1-1 Deployment

Ms. Cindy Freeman will provide information regarding the recent deployment of Text-to-9-1-1 in San Bernardino County.



Item 7: Wireless Accuracy Update

Mr. William Anderson, (Acting) Assistant Director, Cal OES Public Safety Communications will present information regarding the Wireless Transfer Routing Project.

GOAL: Continue working with our public safety partners to minimize transfers and improve local emergency response.



Item 7: Wireless Accuracy Update

WIRELESS ROUTING PROJECT

Reviewed all Sectors in California totaling approx. 300,000 - November 2015

- Sectors meeting initial criteria for further review 63,732*
- Sectors recommended for reroute 4,348*
- Sectors approved for reroute increased from 4,062 to 4,130*
- Sectors remaining to approve – 218 remaining of 286 (Alameda, Riverside counties – in progress)*
- Sectors reconciled with County Coordinator/PSAP – 68 (8 PSAPs)*
- Sectors complete – increase from 184 to 603 (8 counties complete all carriers)*

Direct Technologies currently upgrading routing tools – shape files and routing sheets

Item 8: Real Time Call Management Tool

Ms. Michelle Bland, California Highway Patrol will hold discussion regarding the need for a Real Time Call Management Tool in Public Safety Answering Points.



Item 9: Request for New Public Safety Answering Points

State 9-1-1 Advisory Board will hold discussion regarding the funding of new Public Safety Answering Points.



Item 10: California 9-1-1 Emergency Comm. Branch Report

Mr. William Anderson will present updates regarding active projects within Cal OES' 9-1-1 Emergency Communications Branch.

Item 10: California 9-1-1 Emergency Comm. Branch Report

State Emergency Telephone Number Account (SETNA)

Update



Item 10: California 9-1-1 Emergency Comm. Branch Report

TEXT TO 9-1-1

- 26 PSAPs in San Bernardino / Riverside Counties
- Currently working with 90 additional PSAPs



Item 11: Long Range Planning Committee Report

Mr. Charles Cullen will present updates regarding active projects within the Long Range Planning Committee.

Item 12: County Coordinator Task Force Report

Ms. Tracey Kesler will present updates regarding active projects within the County Coordinator Task Force.

Item 13: First Responder Network (FirstNET)

Ms. Sue Plantz will present updates regarding the First Responder Network.



Item 14: Agenda Items for Future Meetings

STATE 9-1-1 ADVISORY BOARD MEETINGS

- AUGUST 11, 2016
- NOVEMBER 10, 2016

Board requests for matters to be placed on a future agenda



Item 15: Public Comment

Public Comment



Item 16: Adjourn

Thank you for attending this meeting of the California State 9-1-1 Advisory Board

General Information:

Paul Dumetz, Administrative Liaison, State 9-1-1 Advisory Board, at (916) 657-9505 or via email at Paul.Dumetz@Caloes.ca.gov

Media Information:

Robb Mayberry, Public Information Officer, at (916) 845-8509 or via email at Robb.Mayberry@caloes.ca.gov





State 9-1-1 Advisory Board Members

Roll Call

- ☐ Mitch Medigovich, Governor's Office of Emergency Services (CalOES)
- ☐ Chief, Scott Howland, California Highway Patrol (CHP)
- ☐ Charles Berdan, Association of Public-Safety Communication Officials (APCO)
- ☐ Charles Cullen, California National Emergency Number Association (CALNENA)
- ☐ Jaime Young, California National Emergency Number Association (CALNENA)
- ☐ Chief, Nathan Trauernicht, California Fire Chiefs Association (CFCA)
- ☐ Lesli J. Wilson, California Fire Chiefs Association (CFCA)
- ☐ Sheriff, Edward Bonner, California State Sheriffs' Association (CSSA)
- ☐ Sheriff, James W. Mele, California State Sheriffs' Association (CSSA)
- ☐ Chief, Michael Langston, California Police Chiefs Association (CPCA)
- ☐ Assistant Chief, David Wilson, California Police Chiefs Association (CPCA)

**State 9-1-1 Advisory Board
Meeting Minutes**

Thursday, February 18, 2016
9:00a.m.

LOCATION: California Governor's Office of Emergency Services Headquarters
3650 Schriever Avenue, Mather, California 95655-4203

MEMBERS PRESENT:

Mitch Medigovich Office of Emergency Services, Cal OES
Michelle Bland, Designee for Chief Scott Howland, California Highway Patrol (CHP)
David Wilson, California Police Chiefs Association (CPCA)
Charles Berdan, Association of Public-Safety Communication Officials (APCO)
Charles Cullen, California National Emergency Number Association (CALNENA)
Chris Herren, Designee for Lesli J. Wilson, California Fire Chiefs Association (CFCA)
Paul Troxel, Designee for Edward Bonner, California State Sheriffs' Association (CSSA)
Jaime Young, California National Emergency Number Association (CALNENA)
James W. Mele, California State Sheriffs' Association (CSSA)
Michael Langston, California Police Chiefs Association (CPCA)

MEMBERS ABSENT:

Nathan Trauernicht, California Fire Chiefs Association (CFCA)

STAFF PRESENT:

Paul Dumetz, Public Safety Communications
William Anderson, Public Safety Communications
Steve Yarbrough, Public Safety Communications
Phillip Killion, Public Safety Communications
Jill Talley, California Governor's Office of Emergency Services
Reggie Salvador, California Governor's Office of Emergency Services

I. CALL TO ORDER

- The meeting was called to order at 9:06 a.m. A quorum was achieved.

II. CONSIDERATION AND APPROVAL OF NOVEMBER 2016 MINUTES.

Motion: Mr. Herren motioned to accept the November 12, 2015 Meeting Minutes; seconded by Mr. Cullen. Motion passed

Michelle Bland (Y)
David Wilson (Y)
Charles Berdan (Y)
Charles Cullen (Y)
Chris Herren (Y)
Paul Troxel (Y)
Jaime Young (Y)
James W. Mele (Y)
Michael Langston (A)

**State 9-1-1 Advisory Board
Meeting Minutes**

Thursday, February 18, 2016
9:00a.m.

III. CLOSED SESSION – William Anderson, (Acting) Assistant Director, Public Safety Communications met in closed session with the Board members to discuss and review detailed information regarding 9-1-1 outages in California.

- Outage Report - CLOSED SESSION after vote pursuant to G.C. Section 11126(c)(18)

IV. LEGISLATIVE UPDATE

- Cal OES Legislative & External Affairs will provide information regarding current and/or future legislation that may impact California's 9-1-1 system.
- Mr. Salvador, Chief of Legislative and External Affairs provided information on Assembly Bill 1564, 510 and 1769. Public Utilities Code section 8592.8 will be moved into Government Code to better align with the Emergency Services Act. Assembly Bill 510 is still in review by the Senate Office. Assembly Bill 1769 will expand the provisions that will make it a crime for a person to utilize the 9-1-1 system with the intent to annoy or harass another person.
- Senator Mike McGuire is proposing a new bill that would require the California Public Utilities Commission to seek consultation with the California Governor's Office of Emergency Services to impose notification requirements for major rural outages of telecommunications services from facility-based providers that provide access to 9-1-1. The bill would also require all facility-based providers to provide notification to the California Governor's Office of Emergency Services, County Office of Emergency Services, and County Sheriff's Offices within 30 minutes in the event of a rural outage.

V. Wireless Accuracy Update

- Mr. Anderson, Cal OES, CA 9-1-1 Branch Manager provided information regarding the Wireless Transfer Routing Project.
- As of November 11, 2015, 63,732 sectors were reviewed, 4,348 sectors were recommended for reroute, and 4,062 sectors were approved to be rerouted.
- 286 Sectors remaining to be approved (Alameda, Riverside, Kern, Imperial Counties)
- The California Governor's Office of Emergency Services will continue working with Public Safety Partners to minimize transfers and improve emergency response.
- Shape files have been sent to Direct Technologies as requested by the State 9-1-1 Advisory Board.
- Ms. Bland Informed the Board that out of the 300,000 Sectors in California roughly 40% are directed to the California Highway Patrol.
- Mr. Medigovich informed the Board the California 9-1-1 Emergency Communication Branch will be deploying teams to meet with the Counties and Public Safety Answering Points to discuss the status of the remaining 286 sectors. An update will be provided at the next scheduled State 9-1-1 Advisory Board meeting.

VI. NEW PUBLIC SAFETY ANSWERING POINT (PSAP) Discussion

- Mr. Cullen requested that the Board consider providing subsidies to Public Safety Answering Points who consolidate.

**State 9-1-1 Advisory Board
Meeting Minutes**

Thursday, February 18, 2016
9:00a.m.

- Ms. Young requested that the Board look at mandating Text-to-9-1-1 rather than allowing Public Safety Answering Points to elect providing the services.
- Mr. Berdan informed that Board that wireless services do not respect boundaries. The Office will need to stay abreast of new technologies and solutions even when considering consolidation.
- Mr. Herren reiterated that an incentive should be considered to push consolidation.

VII. Mr. William Anderson, CA 9-1-1 Branch will present updates regarding active projects within the Cal OES' 9-1-1 Emergency Communications Branch

- Provided the State Emergency Telephone Number Account (SETNA) Fund Condition Statement, SETNA Fund Tracking document, and the Wireless Deployment Status document.
- Mr. Anderson explained the decline in SETNA revenue and the need for a change in legislation to increase available funds.
- A document will be provided at the next meeting providing detailed information on why the remaining Public Safety Answering Points are not taking wireless 9-1-1 calls.
- Text-to-9-1-1 successfully deployed to 23 Public Safety Answering Points located in San Bernardino/Riverside Counties. Multiple cases have been reported where the availability to Text 9-1-1 has saved lives.
- The 9-1-1 Branch is working with L.R. Kimball and is currently reviewing the Project Plan for Next Generation 9-1-1 Initiatives in California. A summary of the project plan will be provided at the next scheduled State 9-1-1 Advisory Board meeting.
- Mr. Medigovich requested the Board provide information on how to convince Public Safety Answering Points to adopt Text-to-9-1-1.
- Mr. Berdan stated concern around equipment, funding, positions, training and operational issues contribute to Public Safety Answering Points adopting Text-to-9-1-1.
- Mr. Cullen said Text-to-9-1-1 would be a slow adoption; Public Safety Answering Points are going to wait for more success stories before considering taking Text-to-9-1-1.
- Mr. Herren informed the Board that Los Angeles is interested in adopting Text-to-9-1-1 but is waiting for more information and success stories.
- Ms. Bland requested that when working with the Central Premise Equipment vendor request for the Text-to-9-1-1 information to be automatically transferred from the Central Premise Equipment to the Computer Aided Dispatch system.
- Mr. Troxel requested seeing a Text-to-9-1-1 workflow map that shows, number of calls, handling times, and feedback from the dispatchers who handled the text message.
- Mr. Anderson is working with L.R. Kimball and is currently reviewing the Project Plan for Next Generation 9-1-1 in California. A plan summary will be provided at the next State 9-1-1 Advisory Board meeting. Mr. Medigovich informed the Board that L.R. Kimball would be invited to attend the next State 9-1-1 Advisory Board meeting.

VIII. Mr. Charles Cullen will present updates regarding active projects within the Long Range Planning Committee (LRPC).

- Mr. Cullen advised the Board that the Public Safety Answering Point Consolidation document was last updated in 2014 and should be reviewed and updated.

**State 9-1-1 Advisory Board
Meeting Minutes**

Thursday, February 18, 2016
9:00a.m.

- Mr. Medigovich requested the LRPC update the Public Safety Answering Point Consolidation document and provide the finalized version to the California 9-1-1 Emergency Communications Branch.
- Mr. Cullen discussed the proposed draft letter to the Federal Communications Commission (FCC)
- Mr. Medigovich will check on the status of the FCC letter drafted for Mark Ghilarducci signature. An updated will be provided on or before the next scheduled State 9-1-1 Advisory Board meeting.

IX. Ms. Tracey Kesler provided updates regarding active projects within the County Coordinator Task Force (CCTF)

- The CCTF created an Educational and Information paper for Sheriffs and Police Chiefs informing them of the importance of the County Coordinator position.
- Ms. Kesler updated the Board regarding the Mentorship Program

X. Mr. Steve Yarbrough presented updates regarding the First Responder Network (FirstNet)

- The FirstNet request for proposal was issued January 13, 2016 for a Nationwide Public Safety Network. Contract period expected to be 25 years. The question and answer period for the Request for Proposal ended on February 12, 2016. FirstNet received over 400 questions from possible vendors. Response to the question will be released the last week of February and follow up question are due by April 2016.
- FirstNet/PSC next steps will result in Consultation Task Teams meeting with front line first responders.

XI. Agenda Items for Future Meetings

- Ms. Young requested have a discussion about the states preparation to report on the status of results on location accuracy pursuant to the FCC reporting starting 2017 regarding their roadmap on wireless compliance per state. How will this impact the Public Safety Answering Points and how they report wireless accuracy? How will the state report the information as a whole?
- Mr. Cullen requested continued information on the issue of cell sites with azimuths off or technical problems with cell sites where the carrier has been notified and we have received limited response regarding the corrections to the problems.

XII. PUBLIC COMMENTS

Karen Wong thanked the State 9-1-1 Advisory Board for their help and support during her tenure serving as the Chair of the State 9-1-1 Advisory Board.

XIII. ADJOURNMENT



John McMahon, Sheriff-Coroner



Cal OES
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FOR IMMEDIATE RELEASE

December 15, 2015

SAN BERNARDINO, Calif. – Hearing- and speech-impaired members of the community, or those in a situation where it is too dangerous to dial 9-1-1, as of today, have another option to call for help in an emergency – Text to 9-1-1.

“Call if you can -- text if you can’t” is the slogan developed by the Federal Communications Commission (FCC) as the new technology makes its debut in parts of California.

The San Bernardino County Sheriff’s Department, the California Highway Patrol (CHP) and State Emergency Communications 9-1-1 officials announced today that effective immediately, local San Bernardino County law enforcement agencies and fire agencies Public Safety 9-1-1 Centers (dispatch) will be equipped to receive and respond to mobile phone SMS Text-to-9-1-1 messages. This service is available for use by the deaf, hard-of-hearing, or speech impaired, and in situations where it is too dangerous to make a voice call to 9-1-1. All phones or devices must include a text or data plan to send a text to 9-1-1.

“We’ve known for some time that this technology was coming. It is great to now see it come to fruition, giving the public another option to call for help when they need it,” said San Bernardino Sheriff John McMahon.

CHP Inland Division Chief Bill Siegl echoed Sheriff McMahon’s words and said, “Inland CHP dispatchers are trained and ready to assist callers who, for whatever reason, are unable to call 9-1-1. While the technology is evolving, it is another tool to help those who are often the most vulnerable in our communities if they cannot call 9-1-1.

Today’s announcement comes after the nation’s four largest wireless service providers, AT&T Mobility, Sprint, T-Mobile, and Verizon Wireless, in cooperation with the FCC, National Emergency Number Association, and the Association of Public Safety Officials agreed in 2012 to provide Text-to-9-1-1 as a nationwide interim solution until the Next Generation of 9-1-1 is deployed. Text-to-9-1-1 technology will provide the public with an additional means of requesting emergency services and will provide additional support to the deaf, hard-of-hearing, and the speech-impaired community.

The benefits to consumers are significant, especially in cases when the caller cannot communicate verbally. Examples include not only the hearing-impaired, but also when a crime is in process, the caller is facing domestic abuse, the caller is injured and cannot speak, or other scenarios.

- MORE -

Below are the FCC guidelines for how to contact 9-1-1. If you use a wireless phone or other type of mobile device, make sure to do the following in an emergency:

- If you can, always contact 9-1-1 by making a voice call, **"Call if you can – text if you can't."**
- If you are deaf, hard-of-hearing or speech disabled, and Text-to- 9-1-1 is not available, use a TTY or telecommunications relay service, if available.
- If you text 9-1-1 and text is not available in your area, you will receive a bounce back message advising "text is not available please make a voice call to 9-1-1."
- Location accuracy varies by carrier and should not be relied upon. Be prepared to give your location.
- Text-to-9-1-1 service will not be available if the wireless carrier cannot ascertain a location of the device sending the message.
- Text-to-9-1-1 is not available if you are roaming.
- A text or data plan is required to place a text to 9-1-1.
- Photos and videos cannot be sent to 9-1-1. They cannot be received at the 9-1-1 center at this time.
- Text messages should be sent in plain language and not contain popular abbreviations (SMH, LOL, ICYMI) or emojis, which will not be recognized.
- Text-to- 9-1-1 cannot be sent to more than one person. Do not send your emergency text to anyone other than 9-1-1.

Texts must be in English only. There currently is no language interpretation for text available. This is still in development.

The following is a list of law enforcement and fire agencies that are currently equipped to receive Text-to-9-1-1 for San Bernardino County:

- Barstow Police Department
- Chino Police Department
- California Highway Patrol – Barstow
- California Highway Patrol – Inland Empire
- Colton Police Department
- Confire Communication Center (San Bernardino County Fire Department, Apple Valley, Big Bear, Colton, Loma Linda, Montclair, Rancho Cucamonga, Rialto, Running Springs, Twenty-nine Palms, and Upland Fire Departments)
- Cal State University San Bernardino Police Department
- Fontana Police Department
- Montclair Police Department
- Ontario Police Department
- Redlands Police Department
- Rialto Police Department
- San Bernardino Police/Fire Department
- San Bernardino County Sheriff's Department Valley Control Center/dispatch
- San Bernardino County Sheriff's Department Desert Control Center/dispatch
- Upland Police Department

- MORE -

The following is a list of Law Enforcement Agencies who are currently equipped to receive Text-to-9-1-1 for Riverside County:

- Banning Police Department
- Beaumont Police Department
- Cathedral City Police and Fire Department
- Desert Hot Springs Police Department
- Palm Springs Police Department

For additional information regarding Text-to-9-1-1, please contact the local law enforcement agency where you reside.

Contact:

Jodi Miller, PIO

San Bernardino County Sheriff's Department

(909) 387-3700

Officer Steve Carapia

California Highway Patrol

(909) 806-2486

###



TARGETED RESULTS. **EXPERTLY MANAGED.**

State of California Next Generation 911 Transition Planning

May 12, 2016

CA Next Generation 911 Transition Planning

➤ California 911 Strategic Plan

- Published July 2010
- Purpose is to emerge as a nationwide leader in the 9-1-1 community
- Identified the migration of CA's legacy 9-1-1 system to NG9-1-1 as a key goal

➤ Original Next Generation 911 Roadmap

- Developed December 2010
- The Roadmap is designed to be an actionable, sustainable, tactically-focused methodology for a statewide NG9-1-1 implementation.
- The State 9-1-1 Office hosted a contributor workshop and conducted a statewide survey in which participants discussed their top issues, obstacles and concerns for inclusion in the Roadmap.

CA Next Generation 911 Transition Planning

The Roadmap utilizes a comprehensive methodology for the implementation of NG9-1-1 in CA.

It is broken down into six phases;

- Initiation phase **COMPLETED**
- Assessment & analysis phase **COMPLETED**
- Requirements, design & planning phase **CURRENT**
- Proof of concept phase **FUTURE**
- Implementation phase **FUTURE**
- Maintenance & management phase **FUTURE**

CA Next Generation 911 Transition Planning

In each of the six phases there are studies, reports, requirements, designs and plans related to the following subject areas:

- Regulatory, legislative & funding
- Governance
- Technology
- Operations
- Security
- Related CA projects
- CA State 9-1-1 Office

CA Next Generation 911 Transition Planning

Initiation Phase; **COMPLETED**

- The four tasks contained in the Initiation Phase of the project are provided below;
- Executive sponsorship
 - Align role of CA State 9-1-1 Office with responsibilities and requirements unique to NG9-1-1
 - Identify and engage stakeholder community
 - Create an education and awareness campaign

CA Next Generation 911 Transition Planning

Assessment & Analysis Phase **COMPLETED**

- The elements to assess and analyze
 - Regulatory, legislative and funding
 - Governance
 - Technology (hardware, software, network and data)
 - Operations
 - Security
 - Potential related statewide projects
 - 9-1-1 Program Office (staffing, budget, funding)

CA Next Generation 911 Transition Planning

Requirements Design & Planning Phase **CURRENT**

- Begin to define requirements, design select deployment options, and create plans
 - Define requirements
 - Create conceptual system design
 - Create NG9-1-1 Master Plan
 - Create Detailed Plans

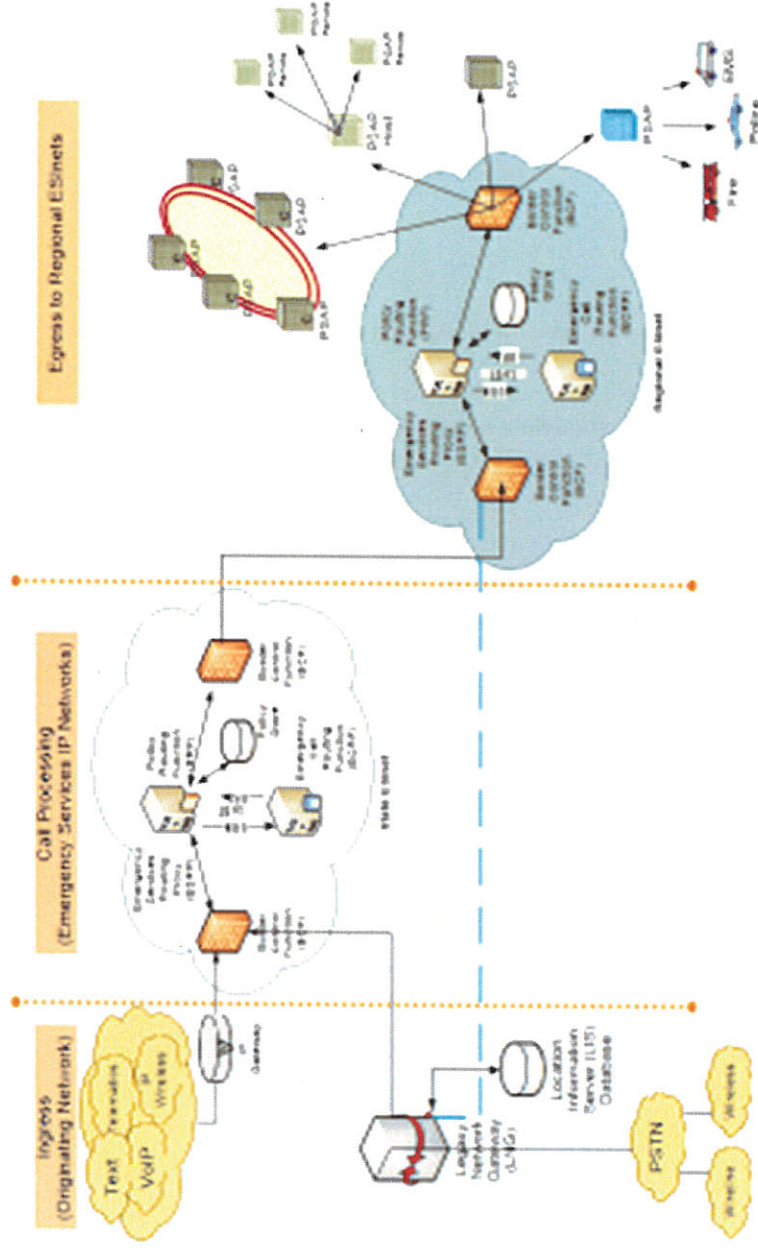
CA Next Generation 911 Transition Planning

Requirements Design & Planning Phase **CURRENT**

- Address the unique factors present in CA, the needs of the stakeholder community, and lessons learned from other states migrating to NG9-1-1
- Use stakeholder focus groups to gather information that will be used to develop the requirements
- Identify the operational requirements necessary to implement NG9-1-1

CA Next Generation 911 Transition Planning

All the Parts and Pieces



CA Next Generation 911 Transition Planning

Ten Regional Meetings

- | | |
|------------------|--------------|
| 1. Clovis PD | 2. Ventura |
| 3. Arcadia PD | 4. Chino PD |
| 5. San Diego | 6. Elk Grove |
| 7. Dublin | 8. Salinas |
| 9. City of Ukiah | 10. Redding |

CA Next Generation 911 Transition Planning

Thank You

Contact Information

R.D. Porter

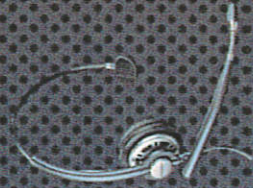
rd.porter@lrkimball.com

573-355-6881

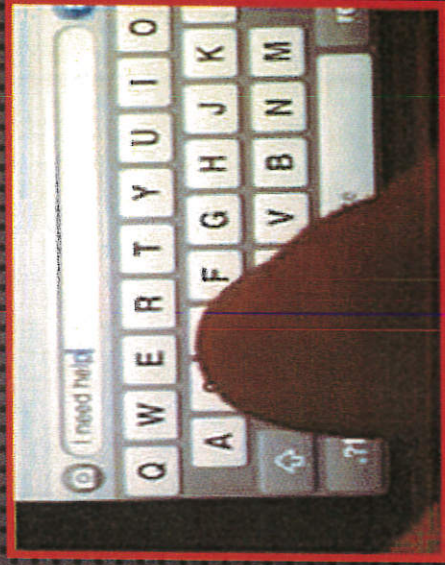
Mike Kennedy

mike.kennedy@lrkimball.com

540-388-2438



INLAND EMPIRE REGIONAL TEXT TO 9-1-1 PARTNERSHIP



Cyndee Freeman
SBSD Communications Manager

Text To **9-1-1**

REGIONAL PARTNERSHIP



San Bernardino County

Barstow PD

Chino PD

CHP Barstow

CHP Inland

Colton PD

ConFire

CSUSB PD

Fontana PD

Montclair PD

Ontario PD

Ontario Fire

Redlands PD

Rialto PD

San Bernardino PD

SB City Fire

SBSD VCC

SBSD DCC

Upland PD

Riverside County

Banning PD

Beaumont PD

Cathedral PD

Palm Springs PD

Indio PD - TBD

Text To **9-1-1**

Timeline



- **June-November 2015 – Tested and provisioned Text to 9-1-1 services with 4 major wireless carriers**
- **November 10, 2015 - Met with PIO's from all partnering Agencies and contract cities**
- **December 15, 2015 – Joint Press Conference**

Public Outreach



- **Joint Press Conference – December 15, 2015**
Local newspapers, Local Cable Networks, Radio
and Television news stations
- **Joint Press Release, Press Fact Sheets & Text to**
9-1-1 Talking Points
- **Social Media – Facebook, Twitter, Nixle**
- **Local Sierra Club for hiker awareness**

Text To 9-1-1

CARRIERS



- **Verizon**
- **T-Mobile (Metro PCS)**
- **AT&T (Cricket)**
- **Sprint**
- **Comcast XFINITY (OTT via Comtech)**
- **J2 Global (OTT via West)**

Text To **9-1-1**

Text to 911 Stats

2/1/16 - 5/1/16



16 San Bernardino Co PSAP's

- *Voice 911's* **257,602**
- *Texts to 911* **981**
- **14 - Small PSAP's Average 15 per month**
- **2 - Large PSAP's Average 52 per month**
- **"My Location" and "SOS" Texts = 487**



My Location & SOS Text Sessions

Session Start: 4/27/2016 10:08:11 PM

Total Messages: 4

My Location(Accurate to 23yards)
<http://maps.google.com/maps?f=q&geocode=&q=34.0454,-117.2877725>

Session Start: 3/6/2016 9:35:27 AM

Total Messages: 10

SOS! [\(34.037123,-117.083308\)](http://maps.google.com/maps?f=q&q=(34.037123,-117.083308)) (9:35:06 AM)

SUCCESS STORIES



- **12/25/15 – Cathedral City wife reporting husband suicidal**
- **12/28/15 – SB City deaf woman having a heart attack**
- **12/29/15 – SB City 16 yr old reporting father suicidal threatening to kill his family then himself**
- **1/23/16 – Injured Hiker in Mt Baldy rescued using text to 911, no call reception**
- **Domestic violence where the caller was fearful of making a voice call.**

Text To 9-1-1



PC 653x/653y AMENDMENT

- **AB1769 – Amend PC653x & PC653y, 911 nuisance calls, to include electronic devices. Authored by San Bernardino County Sheriff's. Introduced on 2/3/16 by Assemblymember Freddie Rodriguez,**
- **Status: 4/21/16 In Senate. Read first time**



CONTACT INFORMATION

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(909) 356-3864

Text To 9-1-1



May 5, 2016

The Honorable Tom Wheeler, Chairman
Federal Communications Commission
445 12th Street, SE
Washington, DC 20554

Subject: Wireless E911 Location Accuracy Requirements

Dear Chairman Wheeler:

The Governor's Office of Emergency Services (CalOES) is responsible for the development of 9-1-1 emergency communications within California. The issue of wireless accuracy is a subject of concern for California as the State moves forward with plans to deploy Next Generation 9-1-1. In order to assure that California is providing its citizens the most reliable 9-1-1 system available the issue of wireless accuracy must continue to be addressed.

On January 29, 2015, the Federal Communications Commission (FCC) released the Fourth Report and Order that set specific dates and measures the wireless carriers are required to meet and to improve the accuracy and delivery of wireless calls. This includes the specification of up to 30 seconds for delivery of location information to the Public Safety Answering Point (PSAP). While CalOES recognizes the FCC's efforts to improve wireless call delivery, CalOES encourages the FCC to continue efforts to further improve on this problem.

Next Generation 9-1-1 emergency communications location information must be accurate and timely. Unfortunately, California continues to experience limited initial Phase II call information with approximately 47% of the 9-1-1 calls providing phase II information. Reports of caller's not receiving emergency help due to emergency services personnel having difficulty in locating them is a critical issue. Delivering consistent and accurate Phase II call information with the call will resolve this issue and ensure calls are sent to the correct PSAP the first time.

The ability to utilize technology to advance the delivery of a 9-1-1 call such as Next Generation is predicated on delivering the calls with the exact location of the caller the first time and within a minimum time frame that will allow the routing of the calls based on the location information. Accurate routing based on the caller's actual location (not on cell sector) is the most critical factor to improve response time to emergencies. California has demonstrated that the ability to route on a caller's location has been shown to be a viable solution and reduces the need to transfer calls, but again this is predicated on delivering accurate location information with the call. I encourage the FCC to lead on this important issue. While the initial steps to set location accuracy requirements provide benefit to 9-1-1, the FCC must continue to look forward in establishing and enforcing location accuracy standards.

I believe through a concerted effort on all parties the realization of accurate and timely delivery dispatchable locations is achievable to improve the delivery of 9-1-1.

Sincerely,

MARK S. GHILARDUCCI
Director

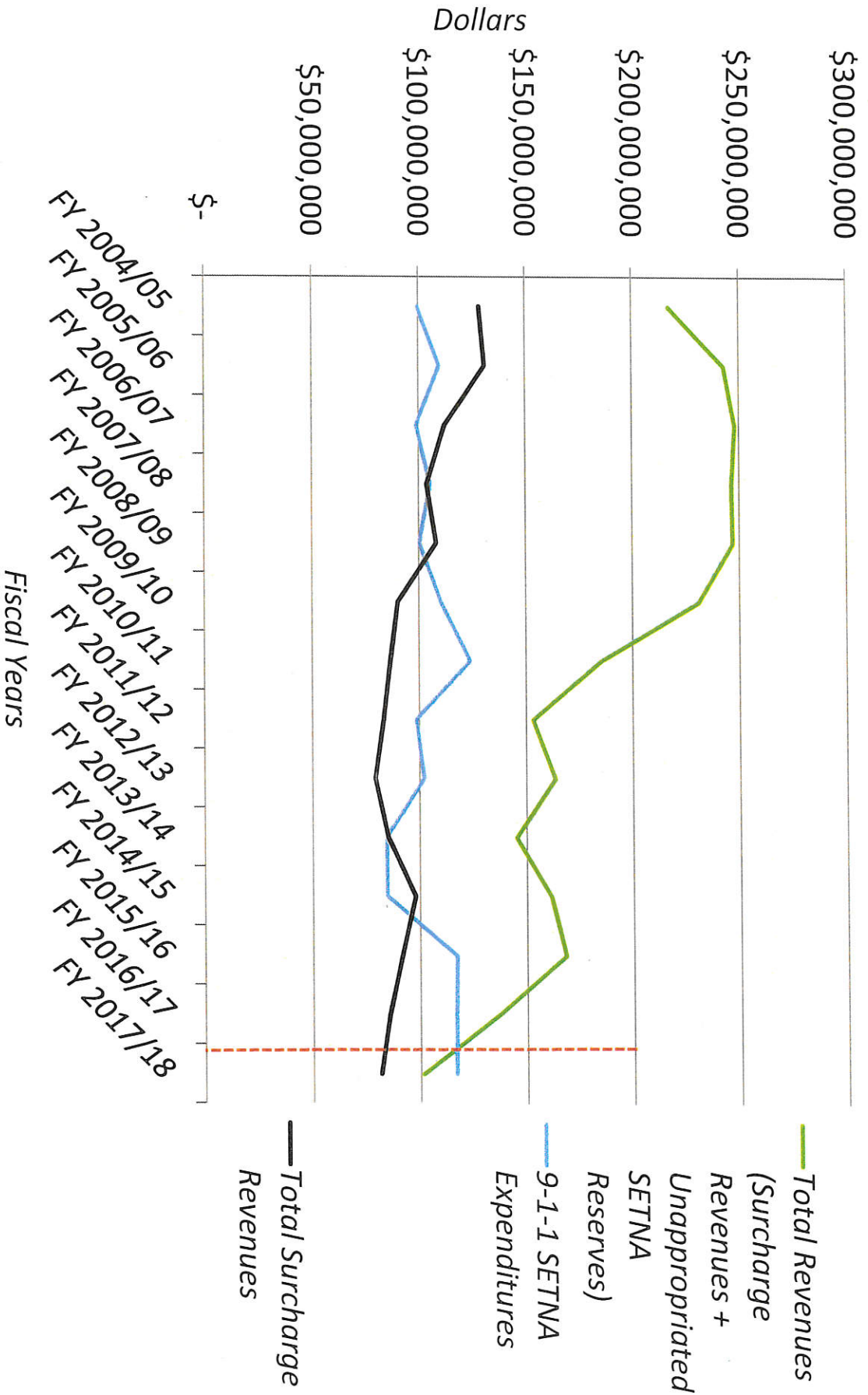
cc: William Anderson, (Acting) Assistant Director, Public Safety Communications, CalOES

0690 Office of Emergency Services

FUND CONDITION STATEMENTS

	2014-15*	2015-16*	2016-17*
0022 State Emergency Telephone Number Account *			
BEGINNING BALANCE	\$60,629	\$76,773	\$51,190
Prior Year Adjustments	3,281	-	-
Adjusted Beginning Balance	\$63,910	\$76,773	\$51,190
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140500 Emergency Telephone User's Surcharge	97,664	91,471	85,670
Total Revenues, Transfers, and Other Adjustments	\$97,664	\$91,471	\$85,670
Total Resources	\$161,574	\$168,244	\$136,860
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
Expenditures:			
0690 Office of Emergency Services (State Operations)	2,211	2,586	2,492
0690 Office of Emergency Services (Local Assistance)	77,140	108,619	108,619
0860 State Board of Equalization (State Operations)	1,231	1,783	1,790
3540 Department of Forestry and Fire Protection (State Operations)	4,212	4,051	3,815
8880 Financial Information System for California (State Operations)	7	15	12
Total Expenditures and Expenditure Adjustments	\$84,801	\$117,054	\$116,728
FUND BALANCE	\$76,773	\$51,190	\$20,132
Reserve for economic uncertainties	76,773	51,190	20,132

State Emergency Telephone Number Account (SETNA) Revenues and Expenditures





Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Wireless 9-1-1 Deployment Status April 5, 2016

The following agencies **are not** accepting wireless 9-1-1 calls:

- 1) Atherton Police Department:
Filed LOA with CA9-1-1 Branch, officially withdrew letter due to concern of PSAPs ability to handle wireless calls directly and wanted to concentrate on landline only calls.
- 2) California State Poly Pomona Police Department:
PSAP Concerned with potential volume of wireless calls. CA9-1-1 Branch explained that due to their location it is highly unlikely they would be assigned any sectors.

The following agencies submitted a LOA but have only very restrictively deployed.

- 1) Oakland Police Department - **1 Sector of a potential 165 Sectors, expected completion 2019.**

The following agencies have submitted a Letter of Agency to accept wireless 9-1-1 calls:

- 1) March Air Reserve Base , Riverside CA
- 2) Tehachapi Police Department

Issues and Discussion Points for PSAP Consolidation

1. Virtual vs physical consolidation
2. What models are there for consolidation, geography, population, call volume, hybrid?
3. What are the models from other states?
4. If there are regional call centers and local dispatch centers will this increase operational cost?
5. Does this model have a greater impact on small centers?
6. Agencies that have undergone consolidation have underestimated the complexity of the process.
7. A detailed cost/benefit analysis should be done.
8. Personnel issues such as union, retention and seniority could be more daunting than the technical issues.
9. PSAP are adding technology every year and the impacts of Next Gen and First Net will be substantial. How do we incorporate new technology without overwhelming the PSAP's capacity to manage it?
10. OES 9-1-1 Office will provide the monthly 9-1-1 call totals for CA PSAPs.
11. How does a consolidated center address policy and procedure differences between their client agencies?
12. Technical issues such as the CAD and CPE system need to be addressed.
13. How does Next Gen 9-1-1 drive consolidation?
14. How is governance handled in a multi-agency PSAP?
15. Geographic concerns, is technical infrastructure in place to support virtual consolidation, consider costs to install/upgrade.
16. Physical consolidation, considerations of cost to build/retrofit a facility.
17. Scale consolidation, do not allow centers to consolidate to become too large/unmanageable.
18. Will consolidation maintain or improve 911 service levels.
19. Create or have available sample documentation for agencies that consolidate, MOU's, guides to consolidation, references in PSAP community to help provide answers.
20. Consider impacts to existing regional resources (like regional fire agencies) will it impact response plans and agreements.
21. Pricing model(s) for shared equipment and supplies.
22. Impact to secondary PSAPs